

APS Guidelines to Supplement Regulations

Section 2.9

APS California

Cross-Reporting and Referral Guide 2014

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This document is designed for use by the APS worker and APS Hotlines as a guide to cross-reporting and referring to other agencies who may be able to assist in all or part of an Adult Protective Services investigation. This guide is an enhancement and update to the grid in the All County Letter 00-16 dated February 28, 2000. Since 2000, there has been an increase in the number of agencies that may be useful in the investigation of elder and dependent adult abuse as well as changes and merges of existing agencies documented in the ACL where cross reports must be completed. The guide will help determine which agency may be used as a resource and how to go about reporting to that agency. In some cases reports can only be made with the client's permission or with the client taking the lead, and in some cases cross-reporting is mandated and the APS worker must inform or involve other agencies. This guide is meant to be used as an electronic copy and contains hyperlinks within the documents and links to external references throughout. Each county is encouraged to add county-specific contact information and/or local guidance for each agency listed. This document does not imply or require listed agencies to provide any specific action to APS or to APS clients but is only a reference for possible referral and assistance.

General references below and each agency in the guide contain specific legal or program reference when applicable:

California Welfare & Institutions Code ("W&IC") section 15640. (a) (1) An adult protective services agency shall immediately, or as soon as practically possible, report by telephone to the law enforcement agency having jurisdiction over the case any known or suspected instance of criminal activity, and to any public agency given responsibility for investigation in that jurisdiction of cases of elder and dependent adult abuse, every known or suspected instance of abuse pursuant to Section 15630 or 15630.1 of an elder or dependent adult. A county adult protective services agency shall also send a written report thereof within two working days of receiving the information concerning the incident to each agency to which it is required to make a telephone report under this subdivision.

Manual of Policy and Procedure Adult Protective Services Program section 33-130 (2) "Public agency" means the agency with the statutory authority to investigate known or suspected abuse of an elder or dependent adult.

(A) This definition of "public agency" has a more limited scope than what is generally recognized as a public agency, and applies only for the purposes of the adult protective services program under this division.

- Examples of public agencies may include, but are not limited to: adult protective services agencies; Office of the Long-Term Care Ombudsman; California Department of Mental Health; California Department of Developmental Services; California Department of Justice, Bureau of Medi-Cal Fraud and Elder Abuse; California Department of Consumer Affairs, Division of Investigation; licensing agencies; and professional licensing agencies.
- Professional licensing agency includes the various agencies, boards, bureaus, commissions, committees, departments, divisions, examining committees, or programs of the California Department of Consumer Affairs with the authority to issue a license, certificate, registration, or other means to engage in a business or profession regulated by the California Business and Professions Code. Examples include the Board of Dental Examiners, Board of Registered Nursing, Board of Behavioral Sciences, Medical Board of California, etc.

MPP 33-405.2 2 When jurisdiction to investigate reports of known or suspected abuse or neglect is shared with another public agency, county, or state, the adult protective services agencies shall investigate the specific allegations contained in the report that are within the adult protective services

agency's jurisdiction, and cross report, as specified in Section 33-515.1, all other issues to the appropriate agency.

Agency Name (By Type)

Department/Bureau

- [Bureau of Indian affairs](#)
- [Department of Business Oversight](#)
- [Department of Consumer Affairs](#)
- [Department of Developmental Services](#)
- [Department of Health Care Services; Mental Health Services Division](#)
- [Department of Health Services Licensing and Certification](#)
- [Department of Insurance](#)
- [Department of Justice Medi-Cal Fraud](#)
- [Department of Real Estate](#)
- [Federal Trade Commission](#)
- [Financial Industry Regulator Authority](#)

Law Enforcement Type Agency

- [Coroner Office/Medical Examiner](#)
- [FBI](#)
- [Homeland Security](#)
- [Law Enforcement](#)
- [United States Postal Inspector](#)
- [United States Secret Services](#)
- [US Immigration and Customs Enforcement \(ICE\)](#)
- [California Highway Patrol](#)

Legal

- [District Attorney](#)
- [LPS Conservator](#)
- [Probate Conservator](#)
- [Public Guardian](#)
- [State Bar Associations](#)

Licensing

- [Community Care Licensing](#)
- [Medical Board of California](#)
- [Mental Health Treatment Licensing](#)
- [California Board of Behavioral Sciences](#)
- [California Board of Registered Nursing](#)

Other

- [Animal Control](#)
- [Code Enforcement](#)
- [Fire Department](#)
- [In Home Supportive Services](#)
- [Public Authority](#)
- [Public Health](#)
- [Regional Center](#)
- [Veterans Affairs](#)
- [California Fire Department](#)

Protective

- [APS in Other Counties](#)
- [Long Term Care Ombudsman](#)
- [Child Protective Services](#)

Agency Name (Alphabetical List)

- | | |
|---|--|
| <ol style="list-style-type: none"> 1. Animal Control 2. APS in Other Counties 3. Bureau of Indian Affairs 4. California Board of Behavioral Sciences 5. California Board of Registered Nursing 6. California Fire Department 7. California Highway Patrol 8. Child Protective Services 9. Code Enforcement 10. Community Care Licensing 11. Coroner Office/Medical Examiner 12. Department of Business Oversight (formerly Department of Corporations and Department of Financial Institutions) 13. Department of Consumer Affairs 14. Department of Developmental Services 15. Department of Health Care Services; Mental Health Services Division 16. Department of Health Services Licensing and Certification 17. Department of Insurance 18. Department of Justice Medi-Cal Fraud 19. Department of Real Estate | <ol style="list-style-type: none"> 20. District Attorney 21. FBI 22. Federal Trade Commission (FTC) 23. Financial Industry Regulator Authority 24. Fire Department 25. Homeland Security 26. In Home Supportive Services 27. Law Enforcement 28. Long Term Care Ombudsman 29. LPS Conservator 30. Medical Board of California 31. Mental Health Treatment Licensing 32. Probate Conservator 33. Public Authority 34. Public Guardian 35. Public Health 36. Regional Center 37. State Bar Associations 38. United States Postal Inspector 39. United States Secret Services 40. US Immigration and Customs Enforcement (ICE) 41. Veterans Affairs |
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Agency Name:	ANIMAL CONTROL
Agency Description:	Animal control jurisdictions in California mainly respond to assistance calls for abandoned, loose, or dangerous animals. They also: provide comfortable, humane shelters and care to animals; use adoption, education, and veterinary medical programs as an alternative to euthanasia; and seek lifetime homes for the pets they place.
What to Report:	Assistance calls for abandoned, loose, or dangerous animals. Including animals which may have bitten or injured a senior or dependent adult.
Contact Information /Where to Report:	Local city and county jurisdictions. http://cacda.org/home/index.php?Itemid=7 for local animal shelter and humane society information
Does client/authorized representative need to be involved in the referral/cross –report?	No
Agency responsibility or what to expect:	The Animal Control agency will usually take a report over the phone and triage the case based on the nature of the emergency. If an elder or a dependent adult has been injured by an animal, or if a dangerous animal is at large, APS workers needing an immediate response should call 911.
APS responsibility or what to expect:	The Animal Control agency will request the caller’s name, contact information, and how they came to find out about the incident.
Legal citations, W&I code or specific policy information:	none
Reporting Vehicle/Format:	phone
County specific guidance:	(Enter guidance specific to your county here)

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Agency Name:	APS in other counties
Agency Description:	Each California county is required to maintain an APS agency to help elder adults (65 years and older) and dependent adults (18-64 who are disabled), when these individuals are unable to meet their own needs, or are victims of abuse, neglect or exploitation. County APS agencies investigate reports of abuse of elders and dependent adults who live in private homes and hotels or hospitals and health clinics when the abuser is not a staff member.

What to Report:	Adult Protective Services allegations where it is determined that the client no longer lives in the responding county's jurisdiction. This includes APS concerns on an Inter-County Transfer (ICT) In-Home Supportive Services case.
Contact Information/Where to Report:	http://www.cdss.ca.gov/agedblinddisabled/PG2300.htm
Does client/authorized representative need to be involved in the referral/cross –report?	No
Agency responsibility or what to expect:	To report Elder/Dependent adult abuse or neglect to the appropriate jurisdiction and provide any follow-up information as available/necessary.
APS responsibility or what to expect:	The receiving county should generate the appropriate SOC 341 for their jurisdiction.
Legal citations, W&I code or specific policy information:	APS Manual of Policies and Procedures section 33-515.2 http://www.dss.cahwnet.gov/ord/PG313.htm
Reporting Vehicle/Format:	SOC 341 http://www.dss.cahwnet.gov/Forms/English/SOC341.pdf
County specific guidance:	(Enter guidance specific to your county here)

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Agency Name:	Bureau of Indian Affairs
Agency Description:	<p>The Bureau of Indian Affairs’ mission is to enhance the quality of life, to promote economic opportunity, and to carry out the responsibility to protect and improve the trust assets of American Indians, Indian tribes and Alaska Natives.</p> <p>Under the mission area of Serving Communities, the Human Services Program supports the Department’s Strategic Goal to Advance Quality Communities for Tribes and Alaska Natives by improving welfare systems for Indian Tribes and Alaska Natives. Human Services consists of direct funding and activities related to social services, welfare assistance, Indian child welfare, and program oversight. The objective of this activity is to improve the quality of life for individual Indians that live on or near Indian reservations and to protect the children, elderly and disabled from abuse and neglect. The activity also provides child abuse and neglect services and protective services to Individual Indian Monies (IIM) supervised account holders who are minors, adults in need of assistance, adults under legal disability, and adults found to be non compos mentis.</p>
What to Report:	Elder or dependent adults on tribal lands in need of financial or social services using the Application for Financial and Social Services.

Contact Information/Where to Report:	Mailing/Physical Address: Pacific Regional Office Bureau of Indian Affairs 2800 Cottage Way Sacramento, CA 95825 Telephone: (916) 978-6000 Telefax: (916) 978-6099 Email format: first.last@bia.gov	
	http://www.bia.gov/WhoWeAre/RegionalOffices/Pacific/index.htm (see website for link to each California region.)	
Does client/authorized representative need to be involved in the referral/cross –report?	Yes	
Agency responsibility or what to expect:		
APS responsibility or what to expect:	Assist APS clients on tribal lands with completing application for assistance as needed.	
Legal citations, W&I code or specific policy information:		
Reporting Vehicle/Format:	http://www.bia.gov/cs/groups/xois/documents/collection/idc014233.pdf	
County specific guidance:	(Enter guidance specific to your county here)	

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Agency Name:	California Board of Behavioral Services	
Agency Description:		
What to Report:	Reports of elder/dependent adult abuse where the alleged perpetrator is a Marriage and Family Therapist (MFT), Licensed Clinical Social Worker (LCSW), Licensed Educational Psychologist (LEP), MFT Intern, or an Associate Clinical Social Worker (ACSW)	
Contact Information /Where to Report:		
Does client/authorized representative need to be involved in the referral/cross –report?	Client can self-report, or the report can be made from an outside person or agency.	
Agency responsibility or what to	The Medical Board of California (MBC) also investigates complaints regarding	

Agency responsibility or what to expect:	The Medical Board of California (MBC) also investigates complaints regarding licensees in the professions listed in the preceding column; however the disciplinary action is taken by the respective licensing entity.
APS responsibility or what to expect:	
Legal citations, W&I code or specific policy information:	
Reporting Vehicle/Format:	Call or make internet report of abuse. Follow up with SOC 341.

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Agency Name:	California Board of Registered Nursing	
Agency Description:		
What to Report:	Reports of elder/dependent adult abuse where the alleged perpetrator is a Registered Nurse.	
Contact Information /Where to Report:	If the report is made to the local APS agency or LTCO, a cross-report must be made to the California Board of Registered Nursing.	
Does client/authorized representative need to be involved in the referral/cross –report?	Client can self-report, or the report can be made from an outside person or agency.	
Agency responsibility or what to expect:		
APS responsibility or what to expect:	APS has the responsibility to investigate.	
Legal citations, W&I code or specific policy information:		
Reporting Vehicle/Format:	Call or make internet report of abuse. Follow up with SOC 341.	
County specific guidance:	(Enter guidance specific to your county here)	

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Agency Name:	California Fire Department	
Agency Description:	Provide protection and operational command when emergencies occur in protected lands. The men and women of the California Department of Forestry and Fire Protection (CAL FIRE) are dedicated to the fire protection and stewardship of over 31 million acres of California's	

Agency Description:	Provide protection and operational command when emergencies occur in protected lands. The men and women of the California Department of Forestry and Fire Protection (CAL FIRE) are dedicated to the fire protection and stewardship of over 31 million acres of California's privately-owned wildlands. In addition, the Department provides varied emergency services in 36 of the State's 58 counties via contracts with local governments.
What to Report:	Any fire or local large-scale emergency (earthquake, flood, etc.).
Contact Information /Where to Report:	Local 911
	http://calfire.ca.gov
Does client/authorized representative need to be involved in the referral/cross –report?	No
Agency responsibility or what to expect:	Local 911 will alert CalFire if appropriate. CalFire will dispatch emergency responders/fire fighters as needed to the area of incident.
APS responsibility or what to expect:	APS Social Workers should make available their name(s) and contact information should follow-up and incident reporting be needed. In some jurisdictions, APS Social Workers may be asked to assist in the staffing of shelters during emergencies.
Legal citations, W&I code or specific policy information:	none

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Agency Name:	California Highway Patrol (CHP)
Agency Description:	<p>The mission of the California Highway Patrol (CHP) is to provide the highest level of safety, service, and security to the people of California. This is accomplished through five departmental goals:</p> <ul style="list-style-type: none"> • Prevent Loss of Life, Injuries, and Property Damage - To minimize the loss of life, personal injury, and property damage resulting from traffic collisions through enforcement, education, and engineering. To enforce the provisions of the California Vehicle Code and other laws to prevent crime. • Maximize Service to the Public and Assistance to Allied Agencies - To maximize service to the public in need of aid or information, and to assist other public agencies when appropriate. • Manage Traffic and Emergency Incidents - To promote the safe and efficient movement of people and goods throughout California, and to minimize exposure of the public to unsafe conditions resulting from emergency incidents and highway impediments. • Protect Public and State Assets - To protect the public, their property, state employees, and the state's infrastructure. To collaborate with local, state, and federal public safety agencies

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<p>What to Report:</p>	<p>Abuse occurring in a Veteran’s Home of California (VHC) Independent Living, or Domiciliary Care. The local APS agency takes a report, investigates and cross-reports to CHP.</p>
<p>Contact Information /Where to Report:</p>	<p>Call. Follow up with SOC 341. Non-emergency number is 1-800-835-5247.</p>

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<p>Agency Name:</p>	<p>Child Protective Services</p>	
<p>Agency Description:</p>	<p>CPS is the major system of intervention of child abuse and neglect in California. Existing law provides for services to abused and neglected children and their families. The CPS goal is to keep the child in his/her own home when it is safe, and when the child is at risk, to develop an alternate plan as quickly as possible.</p>	
<p>What to Report:</p>	<p>Abuse, neglect or endangerment allegations of anyone under the age of 18 years.</p>	
<p>Contact Information /Where to Report:</p>	<p>http://www.childsworld.ca.gov/res/pdf/CPSEmergNumbers.pdf (insert local contact information here)</p>	
<p>Does client/authorized representative need to be involved in the referral/cross –report?</p>	<p>No</p>	

Agency responsibility or what to expect:	
APS responsibility or what to expect:	To report child abuse or neglect to the appropriate jurisdiction and provide follow-up information/assistance as requested.
Legal citations, W&I code or specific policy information:	Penal Code Section 11166
Reporting Vehicle/Format:	SS 8572 http://ag.ca.gov/childabuse/pdf/ss_8572.pdf
County specific guidance:	(Enter guidance specific to your county here)

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Agency Name:	Code Enforcement	
Agency Description:	<p>Code enforcement agencies are defined under the law as care custodians, and as such are mandated reporters of elder/dependent adult abuse.</p> <p>Code Enforcement is the prevention, detection, investigation and enforcement of violations of statutes or ordinances regulating public health, safety, and welfare, public works, business activities and consumer protection, building standards, land-use, or municipal affairs.</p> <p>Code enforcement is a function local governments perform that citizens consider important for accomplishing community goals, such as protecting property values and the environment. Others view code enforcement as an annoying intrusion into the free use of private property. Traditionally, it has been a process whereby local governments use various techniques to gain compliance with duly-adopted regulations such as land use and zoning ordinances, health and housing codes, sign standards, and uniform building and fire codes. In recent years, federal and state regulations governing air and water quality and the transport and storage of hazardous wastes, and requirements for implementing the Americans with Disabilities Act have come into play. Local governments are now obliged to include enforcement of these rules and regulations in the array of responsibilities they assume for protecting the public health and welfare.</p>	
What to Report:	<p>County's local APS intake.</p> <p>APS should report any violations of laws regulating public nuisance, public health, safety, and welfare, public works, business activities and consumer protection, building standards, land-use, or municipal affairs to code enforcement.</p>	
Contact Information /Where to Report:		
Does client/authorized representative need to be involved in the referral/cross –report?	No	

Agency responsibility or what to expect:	Code enforcement agencies are defined under the law as care custodians, and as such are mandated reporters of elder/dependent adult abuse.
APS responsibility or what to expect:	Ensure APS client's living environment is complaint with code enforcement
Legal citations, W&I code or specific policy information:	Code enforcement agencies are defined under the law as care custodians, and as such are mandated reporters of elder/dependent adult abuse. WIC Section 15610.17
Reporting Vehicle/Format:	
County specific guidance:	(Enter guidance specific to your county here)

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Agency Name:	Community Care Licensing
Agency Description:	Community Care Licensing (CCL) licenses and oversees both day care and residential facilities in the state of California for children and adults who cannot live alone, but who do not need extensive medical services. CCL’s mission is to promote the health, safety, and quality of life of each person in community care through the administration of an effective collaborative regulatory enforcement system. Corrective action is taken by CCL when a licensee fails to protect the health, safety, and personal rights of individuals in care, or is unwilling or unable to maintain substantial compliance with licensing laws and regulations.
What to Report:	Abuse occurred in a facility licensed by this agency OR Abuse occurred during an absence from the facility when facility personnel were responsible for providing care and supervision OR the alleged perpetrator is affiliated with the facility OR it is unclear if abuse occurred at the facility, by a perpetrator at the facility or during an absence when facility personnel were responsible for providing care and supervision. Also report unlicensed facilities that are operating in violation of the law.
Contact Information /Where to Report:	1-844-LET-US-NO (1-844-538-8766) or LetUsNo@dss.ca.gov http://www.cclid.ca.gov/res/pdf/ASC.pdf
Does client/authorized representative need to be involved in the referral/cross –report?	APS alone or APS and client
Agency responsibility or what to expect:	That the receiving jurisdiction would generate the appropriate LIC 802.
APS responsibility or what to expect:	APS shall investigate abuse that occurs in unlicensed facilities.
Legal citations, W&I code or specific	California Code of Regulations Title 22, Divisions 2 and 6; Cross-reporting between APS and a public agency is required for any known or suspected

Legal citations, W&I code or specific policy information:	California Code of Regulations Title 22, Divisions 2 and 6; Cross-reporting between APS and a public agency is required for any known or suspected incident of abuse in which the public agency is given the responsibility for the investigation of elder or dependent adult abuse in that jurisdiction [W&IC 15640(a)(1)].
Reporting Vehicle/Format:	Immediately or as soon as possible report using the SOC 341 or the county equivalent. APS must also cross report to law enforcement in these cases.

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Agency Name:	Coroner Office/Medical Examiner
Agency Description:	
What to Report:	<p>Each county within the State of California is mandated to perform the functions of Coroner as defined in the California Government Code, the Health and Safety Code, and the Penal Code. In Government Code 27491, the Coroner has the authority, duties, functions, and responsibilities to determine the circumstances, manner, and causes of deaths listed below. Any person with knowledge of these situations is mandated to report the death to the Coroner.</p> <ul style="list-style-type: none"> • Following an accident or Injury either old or recent. If a person is hospitalized following any accident such as traffic, overdose, fall, industrial, etc., and while hospitalized the patient develops a complication, such as pneumonia, infection, or sepsis, and dies, then it shall be reported to the coroner. • Drowning, fire, hanging, gunshot, stabbing, cutting, starvation, exposure, alcoholism, drug addiction, strangulation, or aspiration. • Accidental poisoning, (to include illicit drugs of abuse or prescription drug intoxication that leads to the death.) • Occupational diseases or occupational hazards, (All deaths when a person was injured at work or while on duty.) • Known or suspected homicide. • Known or suspected suicide involving any criminal action or suspicion of a criminal act. (Not a civil action, such as medical malpractice.) • No physician is in attendance, (Subject is not under the care of a doctor or does not have a regular doctor of record. Patients who are seen by various doctors at a clinic have a doctor of record and any doctor at the clinic that has seen the patient may provide cause based on documented history at the clinic.) • The deceased was not attended by a physician in the 20 days prior to death. (Private physician may sign the death certificate but the coroner shall be notified that it has been more than 20 days. This is handled by the mortuary upon completion of death certificate.) • The physician is unable to state the cause of death. (This does not mean the exact mechanism of death. Rather, the deceased has no diagnosed medical conditions. A history of diabetes, hypertension, and high cholesterol may be sufficient causes upon consideration of age, compliance, and circumstances of death. Causes such as complication of diabetes, coronary artery disease, etc. are sufficient. A doctor is required to provide a reasonable cause based on history when the circumstances of the death do not fall under coroner jurisdiction.

<p>What to Report:</p>	<p>Each county within the State of California is mandated to perform the functions of Coroner as defined in the California Government Code, the Health and Safety Code, and the Penal Code. In Government Code 27491, the Coroner has the authority, duties, functions, and responsibilities to determine the circumstances, manner, and causes of deaths listed below. Any person with knowledge of these situations is mandated to report the death to the Coroner.</p> <ul style="list-style-type: none"> • Following an accident or Injury either old or recent. If a person is hospitalized following any accident such as traffic, overdose, fall, industrial, etc., and while hospitalized the patient develops a complication, such as pneumonia, infection, or sepsis, and dies, then it shall be reported to the coroner. • Drowning, fire, hanging, gunshot, stabbing, cutting, starvation, exposure, alcoholism, drug addiction, strangulation, or aspiration. • Accidental poisoning, (to include illicit drugs of abuse or prescription drug intoxication that leads to the death.) • Occupational diseases or occupational hazards, (All deaths when a person was injured at work or while on duty.) • Known or suspected homicide. • Known or suspected suicide involving any criminal action or suspicion of a criminal act. (Not a civil action, such as medical malpractice.) • No physician is in attendance, (Subject is not under the care of a doctor or does not have a regular doctor of record. Patients who are seen by various doctors at a clinic have a doctor of record and any doctor at the clinic that has seen the patient may provide cause based on documented history at the clinic.) • The deceased was not attended by a physician in the 20 days prior to death. (Private physician may sign the death certificate but the coroner shall be notified that it has been more than 20 days. This is handled by the mortuary upon completion of death certificate.) • The physician is unable to state the cause of death. (This does not mean the exact mechanism of death. Rather, the deceased has no diagnosed medical conditions. A history of diabetes, hypertension, and high cholesterol may be sufficient causes upon consideration of age, compliance, and circumstances of death. Causes such as complication of diabetes, coronary artery disease, etc. are sufficient. A doctor is required to provide a reasonable cause based on history when the circumstances of the death do not fall under coroner jurisdiction. • Related to or following known or suspected self-Induced or criminal abortion. • Associated with a known or alleged rape. • Known or suspected contagious disease that constitutes a public hazard. • All operating room deaths. (Based on the circumstances, the doctor of record may provide cause of death unless death is related to circumstances that fall under coroner jurisdiction.) • Death where a patient has not fully recovered from an anesthetic, whether in surgery, recovery room, or elsewhere. (See above example.) • All deaths In which the patient is comatose throughout the period of physician's attendance, whether at home or in a hospital. • All in-custody deaths. (Prison, jail, foster home or juvenile facilities.)
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<p>Agency Name:</p>	<p>Department of Consumer Affairs (DCA)</p>
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	(see specific guidance under the following agencies – Board of Behavioral Sciences, Medical Board, Board of Psychology, Board of Registered Nursing)	
Agency Description:	<p>The Department of Consumer Affairs (DCA) is here to protect and serve California consumers while ensuring a competent and fair marketplace. DCA helps consumers learn how to protect themselves from unscrupulous and unqualified individuals. DCA accepts complaints against professionals and business’s in California. Major DCA functions: Licensing, education, enforcement, consumer hotline, mediation, smog check. The Department of Consumer Affairs (DCA) is comprised of more than 35 entities that license and regulate more than 2 million Californians in over 180 different professions; including doctors, dentists, contractors and auto-repair technicians. DCA entities have authority to handle complaints against those businesses or professionals licensed by DCA, enforce laws and regulations governing those professions, and discipline violators.</p> <p>However, DCA can still help if your complaint falls outside of our regulatory authority. Our Correspondence Unit (CRU) receives and reviews consumer complaints regarding a wide variety of issues that are either unregulated in California or regulated by other state or federal agencies. The CRU will work with you to resolve your complaint through mediation efforts, if possible, provide helpful information to help you make informed decisions in the marketplace, and refer complaints to the appropriate state or federal agency, when applicable.</p>	
What to Report:	Complaints against a professional, a business, or licensee in California when, based on an APS investigations, the APS worker has a reasonable suspicion that the alleged abuser is in violation of his or her professional license or certification.	
Contact Information /Where to Report:	<p>Call or make an online complaint http://www.dca.ca.gov/online_services/complaints/consumer_complaint.shtml To discuss concerns related to a case or to ask a general questions, contact the DCA’s Consumer Information Center (CIC) at 800-952-5210</p>	
Does client/authorized representative need to be involved in the referral/cross –report?		Client can self-report, or the report can be made from an outside person or agency.
Agency responsibility or what to expect:		A letter will be sent to the APS worker filing the complaint within seven to ten days from the date of submittal. The letter will include a tracking number for follow-up on the complaint through the CIC toll-free number.
APS responsibility or what to expect:		Conduct APS investigation as per policy and make report to DCA as necessary. MDT with DCA as needed.
Legal citations, W&I code or specific policy information:		Cross-reporting between APS and a public agency is required for any known or suspected incident of abuse in which the public agency is given the responsibility for the investigation of elder or dependent adult abuse in that jurisdiction [W&IC 15640(a)(1)].
Reporting Vehicle/Format:		http://www.dca.ca.gov/online_services/complaints/consumer_complaint.shtml

Reporting Vehicle/Format:	<p>http://www.dca.ca.gov/online_services/complaints/consumer_complaint.shtml</p> <p>Paper complaint forms can be mailed or faxed to:</p> <p>Department of Consumers Affairs Complaint Resolution Program 1625 North Market Boulevard, Suite S-202 Sacramento, CA 95834 Fax (916) 574-8678</p>
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Agency Name:	Department of Business Oversight – DBO (Department of Corporations and Department of Financial Institutions merged 7/1/2013)
Agency Description:	The Department of Business Oversight (DBO) provides protection to consumers and services to businesses engaged in financial transactions. The Department regulates a variety of financial services, products and professionals. The Department oversees the operations of state-licensed financial institutions, including banks, credit unions, money transmitters, issuers of payment instruments and travelers checks, and premium finance companies. Additionally, the Department licenses and regulates a variety of financial businesses, including securities brokers and dealers, investment advisers, deferred deposit transactions (commonly known as payday loans) and certain fiduciaries and lenders. The Department also regulates the offer and sale of securities, franchises and off-exchange commodities.
What to Report:	The Department of Business Oversight encourages the public to submit complaints if it is believed that a licensee of the Department is acting in violation of state law or has acted improperly. The Department evaluates and reviews complaints for alleged violations of the laws we administer and take appropriate action as authorized under the law.
Contact Information /Where to Report:	<p>https://dbo.secureprtportal.com/pages/dfi_e complaint.aspx</p> <p>Online report. See the website for list of industries regulated by DBO http://www.dbo.ca.gov/Licensees/default.asp</p>
	Contact DBO at 1-866-275-2677 or 1-800-622-0620 to discuss report or for general questions.
Does client/authorized representative need to be involved in the referral/cross –report?	The DBO can only investigate a complaint when the client or the client’s legal representative has completed and signed a Complaint Form. The APS worker is permitted to assist the client or the client’s legal representative with completing the complaint form. If the client or client’s legal representative is unable or unwilling to complete the complaint form, the APS worker can contact the Department of Corporations if there is reason to suspect that the same alleged abuser(s) may victimize others
Agency responsibility or what to expect:	When you submit a complaint to the Department of Business Oversight, DBO review it to determine whether it is a matter over which DBO has jurisdiction. If DBO is not the proper regulatory authority, DBO will attempt to direct you to the

<p>Agency responsibility or what to expect:</p>	<p>When you submit a complaint to the Department of Business Oversight, DBO review it to determine whether it is a matter over which DBO has jurisdiction. If DBO is not the proper regulatory authority, DBO will attempt to direct you to the correct agency.</p> <p>Please note that the Department does not provide legal or financial advice; DBO do not act as your private attorney; and DBO do not act as a court of law. You should seek the assistance of a private attorney if your complaint involves a sum of money you seek to recover or a contract you request cancelled.</p> <p>You should always file your complaint with the Department, regardless of whether you are resolving your dispute through another forum. The Department relies upon complaints received from investors, borrowers and consumers to ensure that our Licensees are complying with the licensing laws, and to locate and stop investment fraud.</p>
<p>APS responsibility or what to expect:</p>	
<p>Legal citations, W&I code or specific policy information:</p>	<p>Cross-reporting between APS and a public agency is required for any known or suspected incident of abuse in which the public agency is given the responsibility for the investigation of elder or dependent adult abuse in that jurisdiction [W&I 15640(a)(1)].</p>
<p>Reporting Vehicle/Format:</p>	<p>The complaint form is available and can be downloaded from the Department of Corporations website at: http://www.dbo.ca.gov/Consumers/consumer_services.asp</p>

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<p>Agency Name:</p>	<p>Department of Developmental Services</p>	
<p>Agency Description:</p>	<p>Abuse occurring in a State Developmental Center or under the supervision of state hospital personnel. Mandated reporters must report serious bodily injury to elders and dependent adults in a licensed facility directly to law enforcement.</p>	
<p>What to Report:</p>	<p>Advise the reporting party that the initial report of abuse may be made to the California Department of Developmental Services (CDDS)/Designated Investigator, Local LE, or LTCO.</p>	
<p>Contact Information /Where to Report:</p>	<p>If report received in County APS, County must cross-report to Developmental Centers and Community Operations and Certification Unit. Report suspected criminal activity to the DOJ BMFEA Prosecution Unit</p>	
<p>Does client/authorized representative need to be involved in the referral/cross –report?</p>	<p>No</p>	

Agency responsibility or what to expect:	California Department of Developmental Services with local law enforcement, as required.
APS responsibility or what to expect:	APS shall not investigate in these facilities but report when abuse in one of these licensed facilities is discovered as part on an APS investigation.
Legal citations, W&I code or specific policy information:	CDSS MPP 33-405.113 (a)
Reporting Vehicle/Format:	SOC 341. Report of suspected criminal activity is made by telephone and fax to the DOJ/BMFEA Prosecution Unit.
County specific guidance:	(Enter guidance specific to your county here)

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Agency Name:	Department of Health Care Services; Mental Health Services Division	
Agency Description:	<p>The Mental Health Services Division (MHSD), consists of three Branches:</p> <ol style="list-style-type: none"> 1. Program Policy and Quality Assurance (PPQA) 2. Fiscal Management and Outcomes Reporting (FMOR) 3. Program Oversight and Compliance <p>MHSD administers a number of mental health programs for Children and Youth, Adults, and Older Adults.</p>	
What to Report:	Abuse occurring in a State Hospital or under the supervision of state hospital personnel. Mandated reporters must report serious bodily injury to elders and dependent adults in a licensed facility directly to law enforcement.	
Contact Information /Where to Report:	<p>For allegations at Atascadero State Hospital fax SOC 341 to:</p> <p>Licensing and Certification Division (LCD) California Department of Public Health 464 West Fourth Street, Suite 529 San Bernardino, CA 92301 (909) 888-2315</p>	
Does client/authorized representative need to be involved in the referral/cross –report?	No	
Agency responsibility or what to	CDMH responsible for investigation with local law enforcement, as required	

Agency responsibility or what to expect:	CDMH responsible for investigation with local law enforcement, as required
APS responsibility or what to expect:	APS shall not investigate in these facilities but will cross report when abuse at a licensed facility is discovered during the course of an investigation.
Legal citations, W&I code or specific policy information:	MPP 33-405.412; Cross-reporting between APS and a public agency is required for any known or suspected incident of abuse in which the public agency is given the responsibility for the investigation of elder or dependent adult abuse in that jurisdiction[W&IC 15640(a)(1)].
Reporting Vehicle/Format:	SOC 341. Report of suspected criminal activity is made by telephone and fax to the DOJ/BMFEA Prosecution Unit.

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Agency Name:	Department of Health Services Licensing and Certification	
Agency Description:	The California Department of Public Health (CDPH) Licensing and Certification program (L&C) is one of many public agencies at the state and federal levels that licenses, regulates, inspects, and/or certifies health care facilities in California. CDPH L&C is responsible for ensuring that health care facilities comply with state laws and regulations. They investigate complaints against hospitals, acute psychiatric hospitals, hospice, health care facilities, or nursing homes.	
What to Report:	Abuse occurred in a facility licensed by this agency OR Abuse occurred during an absence from the facility when facility personnel were responsible for providing care and supervision OR the alleged perpetrator is affiliated with the facility OR it is unclear if abuse occurred at the facility, by a perpetrator at the facility or during an absence when facility personnel were responsible for providing care and supervision. Also report unlicensed facilities that are operating in violation of the law.	
Contact Information /Where to Report:	https://hfcis.cdph.ca.gov/LongTermCare/ConsumerComplaint.aspx	
Does client/authorized representative need to be involved in the referral/cross –report?	APS alone or APS and client	
Agency responsibility or what to expect:	That the Department of Health Services, Licensing and Certification would investigate as appropriate.	
APS responsibility or what to expect:	Investigate in conjunction with Licensing as appropriate.	
Legal citations, W&I code or specific policy information:	California Code of Regulations Title 22, Divisions 2 and 6; Cross-reporting between APS and a public agency is required for any known or suspected	

Legal citations, W&I code or specific policy information:	California Code of Regulations Title 22, Divisions 2 and 6; Cross-reporting between APS and a public agency is required for any known or suspected incident of abuse in which the public agency is given the responsibility for the investigation of elder or dependent adult abuse in that jurisdiction [W&IC 15640(a)(1)].
Reporting Vehicle/Format:	Immediately or as soon as possible report using the SOC 341 or the county equivalent. APS must also cross-report to law enforcement in these cases.

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Agency Name:	California Department of Insurance	
Agency Description:	<p>The California Department of Insurance (CDI) is a state mandated regulatory agency that investigates possible violations of the law by licensed insurance agents, insurance companies, or any violation of the law related to insurance (this includes annuities). Some examples of the types of complaints they investigate are as follows:</p> <ul style="list-style-type: none"> • Improper denial or delay in settlement of a claim • Alleged illegal cancellation or termination of an insurance policy • Alleged misrepresentation by an agent, broker, or solicitor • Alleged theft of premiums paid to an agent, broker, or solicitor • Problems concerning insurance premiums and rates • Alleged improper handling of an escrow transaction by a title insurer or underwritten title company 	
What to Report:	A complaint will be filed to the CDI if an elder or dependent adult appears to be a victim of an unethical or illegal sale of insurance, if there has been fraud related to an insurance claim, or if there has been an apparent deception of some type related to insurance sales or insurance products. This may include insurance policies, annuities, or irregularities related to escrow transactions or to title insurance. To discuss concerns related to a case, or to ask general questions contact the CDI’s Consumer Hotline at (800) 927- 4357.	
Contact Information /Where to Report:	<p>The completed complaint form must be mailed to:</p> <p>California Department of Insurance Consumer Services and Market Conduct Branch Consumer Services Division 300 South Spring Street, South Tower Los Angeles, CA 90013</p>	
Does client/authorized representative need to be involved in the referral/cross –report?	The client or the client’s legal representative must complete and sign the CDI Request for Assistance complaint form. The APS worker is permitted to assist the client or the client’s legal representative with completing the complaint form. If the client or client’s legal representative is unable or unwilling to complete the complaint form, the APS worker can contact the CDI if there is	

Does client/authorized representative need to be involved in the referral/cross –report?	The client or the client’s legal representative must complete and sign the CDI Request for Assistance complaint form. The APS worker is permitted to assist the client or the client’s legal representative with completing the complaint form. If the client or client’s legal representative is unable or unwilling to complete the complaint form, the APS worker can contact the CDI if there is reason to suspect that the same alleged abuser(s) may victimize others.
Agency responsibility or what to expect:	
APS responsibility or what to expect:	
Legal citations, W&I code or specific policy information:	Cross-reporting between APS and a public agency is required for any known or suspected incident of abuse in which the public agency is given the responsibility for the investigation of elder or dependent adult abuse in that jurisdiction [W&IC 15640(a)(1)].
	The complaint form is available to download from the CD website.

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Agency Name:	Department of Justice Medi-Cal Fraud
Agency Description:	The Department of Justice Bureau of Medi-Cal Fraud and Elder Abuse (BMFEA) aggressively pursues criminals who are directly or indirectly involved in filing false claims for medical services, drugs, or supplies. These perpetrators can be registered Medi-Cal providers who allow others to use their billing privileges, or who manage to tap into the billing privileges of registered providers. They can be identity thieves who steal information from providers and patients, or beneficiaries who accept payment for using a particular provider or for selling their Medi-Cal identities. Suspects can include anyone who is involved in the administration of the Medi-Cal program, including government workers and employees of contracting agencies.
What to Report:	When, as part of an APS investigation, it comes to the attention of the investigating Social Worker that Medi-Cal or Social Security fraud may be occurring.
Contact Information /Where to Report:	1-800-822-6222
	http://oag.ca.gov/bmfea/reporting
Does client/authorized representative need to be involved in the referral/cross –report?	APS alone or APS and client
Agency responsibility or what to expect:	The Medi-Cal/Social Security Fraud unit would investigate. There should be no expectation of update/outcome.

APS responsibility or what to expect:	To report any suspected fraud
Legal citations, W&I code or specific policy information:	Administrative Sanctions: Welfare and Institutions Code, Section 14107.11; Section 14043.36.; Cross-reporting between APS and a public agency is required for any known or suspected incident of abuse in which the public agency is given the responsibility for the investigation of elder or dependent adult abuse in that jurisdiction [W&IC 15640(a)(1)].
Reporting Vehicle/Format:	SOC 341/343 or county equivalent
County specific guidance:	(Enter guidance specific to your county here)

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Agency Name:	Department of Real Estate (CalBRE)
Agency Description:	The Department of Real Estate licenses real estate professionals. It also investigates complaints against real estate brokers and salespersons accused of misleading or defrauding consumers. If a violation of the real estate licensing law can be proven, a formal hearing may be held which could result in the revocation or suspension of the agent's license. The Department of Real Estate can investigate and take action against licensed real estate agents, brokers, or anyone posing as a licensed agent or broker.
What to Report:	A complaint will be filed to the Department of Real Estate if it appears that an elder or dependent adult may have been defrauded, or is being defrauded by a real estate professional related to a real estate transaction. Examples of defrauding are illegal change of title, sale of a client's home under unethical or illegal circumstances, or if it appears that a transaction may have taken place under duress or without the client's knowledge. To discuss concerns related to a case or to ask general questions, contact a representative of the San Diego Department of Real Estate Office at (619) 525-4192.
Contact Information /Where to Report:	The completed complaint form must be mailed to: (insert local office address based on Bureau website: http://www.dre.ca.gov/Contact.html) Department of Real Estate, Enforcement 1350 Front St., Suite 1063 San Diego, CA 92101
Does client/authorized representative need to be involved in the referral/cross –report?	A Licensee/Sub-divider Complaint form must be completed and signed by the client or the client's legal representative. The APS worker is permitted to assist the client or the client's legal representative with the completion of the complaint form. If the client or client's legal representative is unable or unwilling to complete the complaint form, the APS worker can contact the Department of Real Estate if there is reason to suspect that the same alleged abuser(s) may victimize others.
Agency responsibility or what to	If CalBRE can prove a violation of the Real Estate Licensing Law, a formal hearing may be held which could result in the revocation or suspension of

Agency responsibility or what to expect:	If CalBRE can prove a violation of the Real Estate Licensing Law, a formal hearing may be held which could result in the revocation or suspension of the agent's license. If CalBRE can prove a violation, further sales may be stopped until such time as the violations are corrected. CalBRE cannot act as a court of law, so CalBRE cannot order that monies be refunded, contracts be canceled, damages be awarded, etc.
APS responsibility or what to expect:	A complaint should be filed with the Department of Real Estate if it appears that an elder or dependent adult may have been defrauded or is being defrauded by a real estate professional related to a real estate transaction.
Legal citations, W&I code or specific policy information:	California Welfare and Institutions Code Section 15640
Reporting Vehicle/Format:	The complaint form is available and can be downloaded from the Department of Real Estate website at: http://www.dre.ca.gov/Consumers/FileComplaint.html

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Agency Name:	District Attorney	
Agency Description:	The District Attorney is an elected official of a county or a designated district with the responsibility for prosecuting crimes. The duties include managing the prosecutor's office, investigating alleged crimes in cooperation with law enforcement, and filing criminal charges or bringing evidence before the Grand Jury that may lead to an indictment for a crime. In partnership with community and law enforcement agencies, the District Attorney's Office is responsible for the prosecution of crimes committed in the County.	
What to Report:	Allegations of elder or dependent adult abuse and/or neglect in conjunction with a verification of a penal code violation from local law enforcement.	
Contact Information /Where to Report:	https://www.cdaa.org/district-attorney-roster	
Does client/authorized representative need to be involved in the referral/cross-report?	No	
Agency responsibility or what to expect:	DA may request APS information for a criminal case. Expect to provide copies of records and/or for APS staff to testify in a criminal case upon DA request. A court order or subpoena is usually required.	
APS responsibility or what to expect:	APS will assist DA by providing case notes and documentation as well as testifying in criminal case	
Legal citations, W&I code or specific	WIC, Section 15633.5	

Legal citations, W&I code or specific policy information:	WIC, Section 15633.5
Reporting Vehicle/Format:	Report to local law enforcement who will provide the information to DA.

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Agency Name:	FBI (Federal Bureau of Investigations)	
Agency Description:	The FBI is an intelligence-driven and threat-focused national security organization with both intelligence and law enforcement responsibilities—the principal investigative arm of the U.S. Department of Justice and a full member of the U.S. Intelligence Community. It has the authority and responsibility to investigate specific crimes assigned to it and to provide other law enforcement agencies with cooperative services, such as fingerprint identification, laboratory examinations, and training. The FBI also gathers, shares, and analyzes intelligence—both to support its own investigations and those of its partners and to better understand and combat the security threats facing the United States.	
What to Report:	The FBI has Federal Jurisdiction over: Terrorism, Counterintelligence, Cyber Crime, Public Corruption, Civil Rights violations, Organized Crime, White-Collar Crime, Violent Crimes & Major Thefts. If local crime may have the FBI or Federal implications, Social Workers are encouraged to work through local law enforcement.	
Contact Information /Where to Report:	https://tips.fbi.gov/ (name, title, and contact information required)	
	https://tips.fbi.gov/ (name, title, and contact information required)	
Does client/authorized representative need to be involved in the referral/cross –report?	no	
Agency responsibility or what to expect:	Due to the high volume of information that the FBI receives, they are unable to reply to every submission. If needed a local field agent will contact the Social Worker.	
APS responsibility or what to expect:	Social Worker should website/local field agents to report suspected terrorism or criminal activity. The information will be reviewed promptly by an FBI special agent or a professional staff member.	
Legal citations, W&I code or specific policy information:	California Welfare and Institutions Code Section 15640	
Reporting Vehicle/Format:	Online or telephonic (see above for list of local offices).	
County specific guidance:	(Enter guidance specific to your county here)	

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Agency Name:	U.S. Federal Trade Commission (FTC)	
Agency Description:	The FTC is a bipartisan federal agency with a dual mission to protect consumers and promote competition. The FTC provides consumer protection on: loans, credit cards, identity theft, telemarketing, funerals and cemeteries.	
What to Report:	Report complaints regarding: unfair business practices, consumer fraud, data security, deceptive advertising, identity theft, telemarketing scams, credit scams, sweepstakes, lotteries and prizes, internet and online privacy and Do Not Call violations.	
Contact Information /Where to Report:	1-877-382-4357) or www.consumer.gov (Consumer Fraud) 1-877-438-4338 or www.consumer.gov/idtheft (Identity Theft Hotline) 1-888-382-1222 or www.donotcall.gov (Do Not Call Registry)	
Does client/authorized representative need to be involved in the referral/cross –report?	The client can self report or the APS Social Worker can assist the client with the report depending on their ability or capacity.	
Agency responsibility or what to expect:	The complaint may help the FTC and law enforcement partners detect patterns of fraud and abuse which may lead to investigations and eliminate unfair business practices. Complaints are entered in a secure online database, which is used by many local, state and federal enforcement agencies. The FTC cannot resolve individual complaints, but can provide information about what steps to take. The FTC also provides education and help hints on how to better protect the consumer against fraud and abuse.	
APS responsibility or what to expect:	Educate the client and/or family regarding the Federal Trade Commission and how to file a complaint. Assist with the initial process if necessary.	
Legal citations, W&I code or specific policy information:	California Welfare and Institutions Code Section 15640	
Reporting Vehicle/Format:	Call or go on line to file a complaint.	
County specific guidance:	(Enter guidance specific to your county here)	

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Agency Name:	Financial Industry Regulator Authority	
Agency Description:	The Financial Industry Regulatory Authority (FINRA) was created in July 2007 and took over the duties of the National Association of Securities Dealers (NASD). FINRA helps to regulate the securities industry through its membership. It provides education for members and the general public. FINRA investigates violations of their rules and takes disciplinary action when infractions	

Agency Description:	The Financial Industry Regulatory Authority (FINRA) was created in July 2007 and took over the duties of the National Association of Securities Dealers (NASD). FINRA helps to regulate the securities industry through its membership. It provides education for members and the general public. FINRA investigates violations of their rules and takes disciplinary action when infractions are found. They also play a role in the mediation of disputes. Sanctions imposed by FINRA on securities dealers range from censures, fines, and suspensions to expulsion from the securities industry.	
What to Report:	If it is believe an elder or dependent adult has been abused or neglected by a securities dealer through unethical or illegal activities. To discuss concerns related to a case or ask general questions, contact FINRA at 301-590-6500.	
Contact Information /Where to Report:	Completed complain forms must be mailed and/or faxed to: Financial Industry Regulatory Authority Investor Complaint Center 9509 Key West Avenue Rockville, MD 20850 Fax (866) 397-3290	
Does client/authorized representative need to be involved in the referral/cross –report?	FINRA can only investigate when the client or the client's legal representative has completed and signed a FINRA Investor Complaint Form. The APS worker is permitted to assist the client or the client's legal representative. If the client or client's legal representative are unable or unwilling to complete the complaint form, the APS worker can contact FINRA if there is reason to suspect the same alleged abuser(s) may victimize other.	
Agency responsibility or what to expect:		
APS responsibility or what to expect:		
Legal citations, W&I code or specific policy information:		

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Agency Name:	Fire Department
Agency Description:	Local fire departments respond to emergency calls in communities throughout California. In contrast with Cal Fire, local fire departments are usually limited to single-structure fires or small-scale emergencies.
What to Report:	Clients at immediate risk for harm. The local fire department will respond to medical emergencies, fires, small-scale disasters, etc. Examples include a residential house fire, a vehicle accident, reports of hoarding inside a residence, extraction of an individual from a

What to Report:	Clients at immediate risk for harm. The local fire department will respond to medical emergencies, fires, small-scale disasters, etc. Examples include a residential house fire, a vehicle accident, reports of hoarding inside a residence, extraction of an individual from a residence or vehicle, transportation to and from a medical facility, etc.	
Contact Information /Where to Report:	911 for emergencies and the local, non-emergency line for issues like hoarding or non-life-threatening medical transport.	
	Local information varies by municipality.	
Does client/authorized representative need to be involved in the referral/cross –report?	No	
Agency responsibility or what to expect:	Immediate response by emergency personnel as necessary.	
APS responsibility or what to expect:	APS Social Workers should make available their name(s) and contact information should follow-up and incident reporting be needed. In some jurisdictions, APS Social Workers may be asked to assist in the incident resolution, i.e. a hoarding intervention.	
Legal citations, W&I code or specific policy information:	None	

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Agency Name:	Homeland Security
Agency Description:	<p>The Core Missions</p> <p>There are five homeland security missions:</p> <ol style="list-style-type: none"> 1. Prevent terrorism and enhancing security; 2. Secure and manage our borders; 3. Enforce and administer our immigration laws; 4. Safeguard and secure cyberspace; 5. Ensure resilience to disasters;
What to Report:	Prompt and detailed reporting of suspicious activities can help prevent violent crimes or terrorist attacks. If you see suspicious activity, please report it to your local police department. Local law enforcement officers can respond quickly. Once they assess the situation, they can obtain additional support.
Contact Information /Where to Report:	Local law enforcement first

Does client/authorized representative need to be involved in the referral/cross –report?	No in most cases.
Agency responsibility or what to expect:	Local response first
APS responsibility or what to expect:	Duty to warn, tarasoff laws
Legal citations, W&I code or specific policy information:	W&I 15633 (b): permits disclosure of Adult Protective Services records to “a local law enforcement agency, . . . the Bureau of Medi-Cal Fraud or investigators of the Department of Consumer Affairs, Division of Investigation who are investigating the known or suspected case of elder or dependent adult abuse,”
Reporting Vehicle/Format:	
County specific guidance:	(Enter guidance specific to your county here)

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Agency Name:	In Home Supportive Services	
Agency Description:	IHSS provides homemaker and personal care assistance to persons receiving Supplemental Security Income or who have a low income and need aid in the home to remain independent.	
What to Report:	potential fraudulent activity or refer client to IHSS for services	
Contact Information /Where to Report:	local IHSS services	
Does client/authorized representative need to be involved in the referral/cross –report?	no	
Agency responsibility or what to expect:		
APS responsibility or what to expect:	APS will work with IHSS to ensure proper services are in place to aid client	
Legal citations, W&I code or specific policy information:		
Reporting Vehicle/Format:	Immediately or as soon as possible report using the SOC 341 or the county equivalent.	
County specific guidance:	(Enter guidance specific to your county here)	

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Agency Name:	Law Enforcement (local)	
Agency Description:	Law Enforcement Agency is a government agency responsible for the enforcement of the laws. The local law enforcement appropriate for APS to cross-report will depend on the jurisdiction of the incident suspected elder or dependent adult abuse.	
What to Report:	APS Social Workers and investigative staff should contact law enforcement when, during the course of their investigation, they suspect that a Penal Code violation has taken place in addition to a Welfare and Institutions Code violation. Law enforcement shall also be contacted to ensure either social worker or client safety (if they are refused entry to a home where there is reason to believe a client is being held against their will and/or there is exigency of death or great bodily harm), and concluding a financial abuse investigation with all pertinent documentation.	
Contact Information /Where to Report:	Varies from jurisdiction to jurisdiction. Also maybe under the ospices of the unincorporated areas (Sheriff) or the State (Highway Patrol)	
Does client/authorized representative need to be involved in the referral/cross –report?	No	
Agency responsibility or what to expect:	The local Law Enforcement office completes an investigation of elder/dependent adult abuse and/or neglect in conjunction with or separate from APS.	
APS responsibility or what to expect:	To report suspected penal code violations, to secure a scene and/or protect a client, and to report financial abuse investigation confirmations	
Legal citations, W&I code or specific policy information:	California Penal Code	
Reporting Vehicle/Format:	911 or local law enforcement non-emergency dispatch; SOC 341/343 or the county equivalent	
County specific guidance:	(Enter guidance specific to your county here)	

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Agency Name:	Long Term Care Ombudsman
Agency Description:	The California State Long-Term Care Ombudsman Program is authorized by the federal Older Americans Act and its State companion, the Older Californians Act. The primary responsibility of the program is to investigate and endeavor to resolve complaints made by, or on behalf of, individual residents in long-term care facilities. These facilities include nursing homes,

Agency Description:	The California State Long-Term Care Ombudsman Program is authorized by the federal Older Americans Act and its State companion, the Older Californians Act. The primary responsibility of the program is to investigate and endeavor to resolve complaints made by, or on behalf of, individual residents in long-term care facilities. These facilities include nursing homes, residential care facilities for the elderly, and assisted living facilities. The Long-Term Care Ombudsman Program investigates elder abuse complaints in long-term care facilities and in residential care facilities for the elderly.
What to Report:	The LTC Ombudsman Program should be contacted for the following resident services: Questions or concerns about quality of care; Questions or concerns about financial abuse; Suspected physical, mental or emotional abuse of residents; Witnessing services for Advance Health Care Directives; Requesting an Ombudsman to attend a resident care plan meeting; Requesting an Ombudsman to attend a resident or family council meeting.
Contact Information /Where to Report:	1-800-231-4024 (insert local contact information) http://www.aging.ca.gov/programs/lcop/Contacts/
Does client/authorized representative need to be involved in the referral/cross –report?	No
Agency responsibility or what to expect:	The Long-Term Care Ombudsman would investigate.
APS responsibility or what to expect:	To report any suspected abuse or neglect in a long-term care facility, and/or to facilitate a client's well-being.
Legal citations, W&I code or specific policy information:	California Code of Regulations Title 22, Divisions 2 and 6; Cross-reporting between APS and a public agency is required for any known or suspected incident of abuse in which the public agency is given the responsibility for the investigation of elder or dependent adult abuse in that jurisdiction [W&IC 15640(a)(1)].

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Agency Name:	LPS Conservator
Agency Description:	LPS conservatorships are established under the Lanterman-Petris-Short Act and are governed by the California Welfare and Institutions Code (instead of the Probate Code). In this kind of conservatorship, a conservator is appointed to represent a person who is "gravely disabled." LPS conservatorships are designed for persons with serious mental disorders, or who are impaired by chronic alcoholism.
What to Report:	Alleged perpetrator is a public or private conservator or alleged victim is a conservatee
Contact Information	

Contact Information /Where to Report:	
Does client/authorized representative need to be involved in the referral/cross –report?	No
Agency responsibility or what to expect:	
APS responsibility or what to expect:	
Legal citations, W&I code or specific policy information:	When the alleged perpetrator is a public or private conservator, the assigned APS worker must cross-report the known or suspected abuse immediately, by telephone or fax, to the court with jurisdiction over the conservatorship (MPP 33-405.31).
Reporting Vehicle/Format:	

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Agency Name:	Medical Board of California
Agency Description:	
What to Report:	Reports of elder/dependent adult abuse where the alleged perpetrator is a physician/surgeon, registered dispensing optician, research psychoanalyst, midwife, doctor of podiatric (podiatry) medicine, physician assistants, psychologists, or psychological assistants.
Contact Information /Where to Report:	If the report is made to the local APS agency or LTCO, a cross-report must be made to the Medical Board of California.
Does client/authorized representative need to be involved in the referral/cross –report?	yes
Agency responsibility or what to expect:	
APS responsibility or what to expect:	
Legal citations, W&I code or specific policy information:	
Reporting Vehicle/Format:	

County specific guidance:	(Enter guidance specific to your county here)
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Agency Name:	Mental Health Treatment Licensing	
Agency Description:	<p>The Mental Health Treatment Licensing (MHTL) section within the California Department of Health Care Services (DHCS) is responsible for implementing and maintaining a system to ensure compliance with licensing requirements, as specified in state statutes, for the range of 24-hour psychiatric and rehabilitation care facilities.</p> <p>The programs subject to licensure by MHTL are Mental Health Rehabilitation Centers (MHRCs) and Psychiatric Health Facilities (PHFs). Related oversight and monitoring responsibilities include review of Unusual Occurrences (UORs) and complaints lodged against the facility or staff and administration on the criminal background check law for MHRCs and PHFs. The MHTL is also responsible for the approval of Welfare and Institutions (WIC) Code Sections 5150/5585.50 facilities designated by the counties throughout the State of California.</p>	
What to Report:	<p>The APS worker will cross-report to MHTL when an APS investigation uncovers allegations that an elder or dependent adult was the victim of staff-to-patient abuse that occurred at a Mental Health Rehabilitation Center (MHRC) and Psychiatric Health Facility (PHF) To discuss concerns related to a case, or to ask general questions, contact MHTL at (916) 651-3907.</p>	
Contact Information /Where to Report:	<p>To complete a verbal cross report to MHTL, call their main line at (916) 651-3788. To complete a cross report by fax to MHTL, fax the SOC 341 or equivalent attention "Associate Governmental Program Analyst" at 916-651-3925</p>	
	<p>Main number 916-323-1864, report line for UORs and complaints 916-440-5600</p>	
Does client/authorized representative need to be involved in the referral/cross –report?	No	
Agency responsibility or what to expect:		
APS responsibility or what to expect:		
Legal citations, W&I code or specific policy information:	<p>Cross-reporting between APS and a public agency is required for any known or suspected incident of abuse in which the public agency is given the responsibility for the investigation of elder or dependent adult abuse in that jurisdiction [WIC 15640(a)(1)].</p>	
Reporting Vehicle/Format:		

County specific guidance:	(Enter guidance specific to your county here)
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Agency Name:	Probate Conservator	
Agency Description:	When someone is no longer able to handle his or her own financial and/or personal affairs, the court can appoint an individual (the conservator) to act on behalf of the incapacitated person (the conservatee). The judicial procedure for this appointment is called a probate conservatorship. The establishment of a conservatorship restricts the conservatee’s powers over financial and/or personal care decisions	
What to Report:	When the alleged perpetrator is a public or private conservator, the assigned APS worker must cross-report the known or suspected abuse immediately, by telephone or fax, to the Probate Court Investigator’s Office and Local Law Enforcement.	
Contact Information /Where to Report:	The local court that has jurisdiction over the conservatee.	
	Some jurisdictions have a website to search to confirm if a client is under conservatorship	
Does client/authorized representative need to be involved in the referral/cross –report?	No	
Agency responsibility or what to expect:	An investigation into the appropriateness of the conservatorship. The Probate Court Investigator will generate a report for the court of his/her findings and this is confidential (will not be shared with APS).	
APS responsibility or what to expect:	APS worker will focus his/her investigation on the protection of the client.	
Legal citations, W&I code or specific policy information:	When the alleged perpetrator is a public or private conservator, the assigned APS worker must cross-report the known or suspected abuse immediately, by telephone or fax, to the court with jurisdiction over the conservatorship (MPP 33-405.31).	
Reporting Vehicle/Format:	The SOC 341 may be used with reporting party information redacted.	
County specific guidance:	(Enter guidance specific to your county here) In San Diego the probate court has a standing court order that allows court investigators to review and obtain copies of APS records.	

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Agency Name:	Public Authority
Agency Description:	Senate Bill 1780 enabled county boards of supervisors to establish a Public Authority (PA), by ordinance, or contract with Nonprofit Consortia (NPC) to provide for the delivery of In-Home

Agency Description:	Senate Bill 1780 enabled county boards of supervisors to establish a Public Authority (PA), by ordinance, or contract with Nonprofit Consortia (NPC) to provide for the delivery of In-Home Supportive Services (IHSS). The general functions of the Public Authority are to establish a Registry of IHSS Providers; conduct Provider recruitment and screening; offer free training and support to Consumers and Providers; and information and referral. The IHSS Public Authority works in conjunction with the county IHSS program.	
What to Report:	<ul style="list-style-type: none"> • If an elder or dependent adult needs assistance with finding an IHSS care provider: APS will provide the name, address, telephone number, SSN, and DOB of the elder or dependent adult to the PA. • If the suspected abuser is a PA registry provider: APS will share findings with the PA. 	
Contact Information /Where to Report:	Local PA	
Does client/authorized representative need to be involved in the referral/cross –report?	No	
Agency responsibility or what to expect:	<ul style="list-style-type: none"> • The PA will assist the elder or dependent adult to find a care provider. The PA will conduct an intake over the phone, send the client a list of eligible registry providers, and assist the client in contacting potential providers. • If APS reports to the PA that a provider on the registry is a suspected abuser: the PA will interview the provider, client, and other clients who are receiving services from the provider. If validated, the PA will remove a provider from the Registry. 	
APS responsibility or what to expect:	APS will provide limited information to the PA to assist the elder or dependent adult.	
Legal citations, W&I code or specific policy information:	MPP 33-500	
Reporting Vehicle/Format:	Verbal report unless your county has other method of reporting.	

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Agency Name:	Public Guardian
Agency Description:	The Public Guardian or Public Conservator (PG/PC) conducts the official County investigation into conservatorship matters. The PG/PC also acts as the legally appointed guardian or conservator for persons found by Superior Court to be unable to properly care for themselves or their finances or who are unable to resist undue influence or fraud. Clients served by the PG/PC usually suffer from severe mental illness or are older, frail, dependent and vulnerable adults.
What to Report:	<p>Possible reports of abuse against conservatees.</p> <p>Reports of clients needing Public Guardian services</p>

Contact Information /Where to Report:	Local Public Guardian’s Office.
Does client/authorized representative need to be involved in the referral/cross –report?	No. This agency may receive information relevant to an incident of elder or dependent adult abuse.
Agency responsibility or what to expect:	This agency may receive information relevant to an incident of elder or dependent adult abuse.
APS responsibility or what to expect:	APS continues to monitor service plan of APS clients referred for guardianship until guardianship is in place.
Legal citations, W&I code or specific policy information:	
Reporting Vehicle/Format:	Local forms for referral to Public Guardian.
County specific guidance:	(Enter guidance specific to your county here)

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Agency Name:	Public Health
Agency Description:	<p>Ten Essential Public Health Services directly and/or through strong and effective partnerships:</p> <ol style="list-style-type: none"> 1. Monitoring health status to identify community health problems including health disparities. 2. Detecting and investigating health problems and health hazards in the community. 3. Informing, educating, and empowering people and organizations to adopt healthy behaviors to enhance health status. 4. Partnering with communities and organizations to identify and solve health problems and to respond to public health emergencies. 5. Developing and implementing public health interventions and best practices that support individual and community health efforts and increase healthy outcomes. 6. Enforcing laws and regulations that protect health and ensure safety. 7. Linking people to needed personal health services and ensuring the provision of population-based health services. 8. Assuring a competent public health workforce and effective public health leadership. 9. Evaluating effectiveness, accessibility, and quality of public health services, strategies, and programs. 10. Researching for insights and innovative solutions to public health problems. 11. Each County has Public Health Department that offers various health programs and tracking of communicable diseases. It appears many departments have an Environmental Health section as well. 12. Environmental Health may have the ability to certify license of Hotels, Motels, etc.

What to Report:	Under the California Code of Regulations, Title 17 (Section 2500), public health professionals, medical providers and others are mandated to report approximately 85 diseases or conditions to their local health department. Additionally, anyone in charge of any type of school is also required to report these diseases (Section 2508), as are Laboratories (Section 2505).
Contact Information /Where to Report:	See local Public Health Department
	http://www.cdph.ca.gov/services/Pages/LocalServices.aspx
Does client/authorized representative need to be involved in the referral/cross –report?	Client can self-report, or the report can be made from an outside person or agency.
Agency responsibility or what to expect:	This varies from County to County. APS Workers may seek additional information or provide response to concerns
APS responsibility or what to expect:	Manual of Policies and Procedures (MPP) 33-110 .1 The adult protective services program is intended to provide intervention activities directed toward safeguarding the well-being of elders and dependent adults suffering from or at risk of abuse or neglect, including self-neglect.
Legal citations, W&I code or specific policy information:	See above. MPP Case Management Services: 33-520 .114 To improve the client’s protection and quality of life by linking them with resources and services.
Reporting Vehicle/Format:	Phone, or web
County specific guidance:	(Enter guidance specific to your county here)

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Agency Name:	Regional Center
Agency Description:	The State of California has twenty one Regional Centers that provide specialized services for people with developmental disabilities. Assessment and diagnosis, counseling, family support, advocacy for legal protection and many more services are available for individuals and their families.
What to Report:	Potential alleged victim receives services in their residence paid by Regional Center or lives in a supportive living arrangement monitored by Regional Center.
Contact Information /Where to Report:	Contact the local Regional Center Intake to determine if a client is active to the Regional Center. Report concerns to the client’s Service Coordinator.
Does client/authorized	No

Does client/authorized representative need to be involved in the referral/cross –report?	No
Agency responsibility or what to expect:	Advocacy and support services for the client
APS responsibility or what to expect:	MDT and work collaboratively in support of the client
Legal citations, W&I code or specific policy information:	
Reporting Vehicle/Format:	verbal

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Agency Name:	State Bar Association
Agency Description:	As an arm of the California Supreme Court, the State Bar investigates and prosecutes complaints against lawyers.
What to Report:	A complaint will be filed if an attorney has acted inappropriately or unethically. To discuss concerns related to a case or to ask general questions, contact the State Bar of California at (800) 843-9053.
Contact Information /Where to Report:	The completed complaint form must be mailed to: The State Bar of California Office of the Chief Trial Counsel/Intake 1149 South Hill Street Los Angeles, CA 90015
Does client/authorized representative need to be involved in the referral/cross –report?	The client or client’s legal representative must complete and sign a California Attorney Complaint Form. The APS worker is permitted to assist the client or client’s legal representative with completing the complaint form. If the client or client’s legal representative is unable or unwilling to complete the complaint form, the APS worker can contact The State Bar of California if there is reason to suspect that the same alleged abuser(s) may victimize others.
Agency responsibility or what to expect:	
APS responsibility or what to expect:	
Legal citations, W&I code or specific	

Legal citations, W&I code or specific policy information:	
Reporting Vehicle/Format:	The complaint form is available and can be downloaded from The State Bar of California website at: http://www.calbar.ca.gov/Attorneys/LawyerRegulation/FilingaComplaint.aspx

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Agency Name:	United States Postal Inspector	
Agency Description:	United States Postal Inspection Service As the primary law enforcement arm of the United States Postal Service, the United States Postal Inspection Service enforces federal laws in investigations of crimes that adversely affect or fraudulently use the United States Mail and postal system. Postal Inspectors work with United States Attorneys, law enforcement agencies, and local prosecutors to investigate postal cases and prepare them for court. The issues that they investigate include: <ul style="list-style-type: none"> • Mail Theft (mail that should have been received but was not, or that was received with the contents missing) • Mail Fraud (may include scams or deceptive ads such as mailed sweepstakes, lotteries, on-line work-at-home scams or chain letters, or postage fraud) • Identity Theft • Vandalism • Tampering (mail that was handled destructively) • False Change of Address • Unsolicited Sexually Oriented Advertising 	
What to Report:	A complaint will be filed if an elder or dependent adult appears to be a victim of any of the above-mentioned issues. To discuss concerns related to a case or to ask general questions, contact a representative of the United States Postal Inspection Service at (877) 876-2455.	
Contact Information /Where to Report:	Must be submitted online or mailed to: United States Postal Inspection Service Criminal Investigations Service Center 433 W. Harrison Street Room 3255 Chicago, IL 60699-3255	
Does client/authorized representative need to be involved in the referral/cross –report?	Complaints can be filed by calling the United States Postal Inspection Service or by completing a complaint form. The client or client’s legal representative must complete the complaint form. There is a variety of complaint forms; some are specific for the reporting of one type of issue while others extend the option to address only one of multiple issues. The APS worker is permitted to assist the client or the client’s legal representative with completing the complaint form.	

<p>Does client/authorized representative need to be involved in the referral/cross –report?</p>	<p>Complaints can be filed by calling the United States Postal Inspection Service or by completing a complaint form. The client or client’s legal representative must complete the complaint form. There is a variety of complaint forms; some are specific for the reporting of one type of issue while others extend the option to address only one of multiple issues. The APS worker is permitted to assist the client or the client’s legal representative with completing the complaint form. If the client or client’s legal representative is unable or unwilling to complete and submit a complaint form online, send it by mail, or file a complaint by phone, the APS worker can contact the United States Postal Inspection Service if there is reason to suspect that the same alleged abuser(s) may victimize others.</p>
<p>Agency responsibility or what to expect:</p>	
<p>APS responsibility or what to expect:</p>	
<p>Legal citations, W&I code or specific policy information:</p>	

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<p>Agency Name:</p>	<p>United States Secret Service</p>
<p>Agency Description:</p>	<p>The United States Secret Service (Secret Service) is a federal law enforcement agency and is responsible for maintaining the integrity of the nation’s financial infrastructure and payments systems. The Secret Service constantly implements and evaluates prevention and response measures to guard against electronic crimes as well as other computer related fraud. Offenses investigated by the Secret Service include, but are not limited to, the following:</p> <ul style="list-style-type: none"> • Identity Crimes (Credit Card/Access Device Fraud, Check Fraud, Bank Fraud, False Identification Fraud, Passport/Visa Fraud, and Identity Theft) • Counterfeit and Fraudulent Identification • Computer Fraud • Forgery • Money Laundering • Electronic Benefits Transfer Fraud • Asset Forfeiture • Advance Fee Fraud • Fiduciary Fraud
<p>What to Report:</p>	
<p>Contact Information</p>	<p>Start with local law enforcement</p>

Contact Information /Where to Report:	Start with local law enforcement
Does client/authorized representative need to be involved in the referral/cross –report?	No
Agency responsibility or what to expect:	
APS responsibility or what to expect:	
Legal citations, W&I code or specific policy information:	
Reporting Vehicle/Format:	

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Agency Name:	US Immigration and Customs Enforcement (ICE)
Agency Description:	<p>U.S. Immigration and Customs Enforcement is the principal investigative arm of the U.S. Department of Homeland Security (DHS). Created in 2003 through a merger of the investigative and interior enforcement elements of the U.S. Customs Service and the Immigration and Naturalization Service, ICE now has more than 20,000 employees in offices in all 50 states and 47 foreign countries.</p> <p>HSI investigates immigration crime, human rights violations and human smuggling, smuggling of narcotics, weapons and other types of contraband, financial crimes, cybercrime and export enforcement issues.</p>
What to Report:	Possible cases of human rights violations, human smuggling, financial crimes and cybercrime.
Contact Information /Where to Report:	<p>HIS Tip form: http://www.ice.gov/exec/forms/hsi-tips/tips.asp</p>
Does client/authorized representative need to be involved in the referral/cross –report?	yes
Agency responsibility or what to expect:	
APS responsibility or what to expect:	

Legal citations, W&I code or specific policy information:	
Reporting Vehicle/Format:	
County specific guidance:	(Enter guidance specific to your county here) Sharing of information subject to approval of local County Counsel.

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Agency Name:	Veterans Affairs (California Department of Veterans Affairs)
Agency Description:	The California Department of Veterans Affairs (CalVet) works to serve California veterans and their families. With nearly 2 million veterans living in the State, CalVet strives to ensure that its veterans of every era and their families get the state and federal benefits and services they have earned and deserve as a result of selfless and honorable military service. CalVet strives to serve veterans and their families with dignity and compassion and to help them achieve their highest quality of life. CalVet offers a variety of services to honorably discharged veterans from residency in one of our state Veterans Homes to helping you purchase a home through our Farm and Home Loan program. This department also advocates for veterans, providing information and representation before the U.S. Department of Veterans Affairs. There are many services, benefits and preferences provided to you by the people of California as a way to honor your service.
What to Report:	Depending on the need of the Veteran client, there are a variety of services and programs that may be available. Check the website at https://www.calvet.ca.gov/VetServices
Contact Information /Where to Report:	Some available resources contact information is below: Homeless 877-4(AID) (VET) / 877-424 3838 West Los Angeles Medical Center 310-478-3711 (Directory of Services) Los Angeles Ambulatory Care Center 213-253-2677 San Luis Obispo 805-543-1233 Santa Maria 803-354-6000 Santa Barbara 805-682-1401

Contact Information /Where to Report:	<p>Some available resources contact information is below:</p> <p>Homeless 877-4(AID) (VET) / 877-424 3838</p> <p>West Los Angeles Medical Center 310-478-3711 (Directory of Services)</p> <p>Los Angeles Ambulatory Care Center 213-253-2677</p> <p>San Luis Obispo 805-543-1233</p> <p>Santa Maria 803-354-6000</p> <p>Santa Barbara 805-683-1491</p> <p>Oxnard 805-604-6960</p> <p>Bakersfield 661-632-1800</p> <p>National Suicide Crisis Line 800-273 TALK (8255)</p> <p>Veterans Service Center 888-823-9656</p> <p>VA Benefits Regional Offices 1-800-827-1000</p> <p>Health Care Benefits 1-877-222-8387</p>
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Agency Name:	
Agency Description:	
What to Report:	
Contact Information /Where to Report:	
Does client/authorized representative need to be involved in the referral/cross –report?	
Agency responsibility or what to expect:	
APS responsibility or what to expect:	
Legal citations, W&I code or specific policy information:	
Reporting Vehicle/Format:	
County specific guidance:	(Enter guidance specific to your county here)

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